

Department of Workforce Services • Eligibility Services Division

# Operational Update 05/06/13

## Utah Citizens Served

HOUSEHOLDS	172,520
INDIVIDUALS	376,608
CHILDREN	217,415

## Quality (Accuracy of Program Determinations)

APR 213	91.5%	JAN 2013	89.6%
MAR 2013	92.1%	DEC 2012	94.1%
FEB 2013	94.1%	NOV 2012	94.0%

## Phone Volume vs. Average Wait Times

Month	Total Calls	Avg. Wait Time— Minutes: Seconds
APR 213	165,277	4:29
MAR 2013	146,911	3:33
FEB 2013	138,316	4:06
JAN 2013	156,672	5:27
DEC 2012	133,383	5:49
NOV 2012	148,907	6:48

## Online Chat Volume

Month	Chat Sessions
APR 213	11,893
MAR 2013	9,620
FEB 2013	9,447
JAN 2013	11,081
DEC 2012	9,220
NOV 2012	10,517

## New Applications

Month	New Apps
APR 213	26,450
MAR 2013	20,905
FEB 2013	21,207
JAN 2013	25,896
DEC 2012	19,932
NOV 2012	23,218

## Determinations

Month	Determinations
MAR 213	116,929
FEB 2013	114,651
JAN 2013	121,024
DEC 2012	109,110
NOV 2012	116,985
OCT 2012	117,181

## Cost Per Determination

Month	Cost
MAR 2013	\$35.09
FEB 2013	\$35.48
JAN 2013	\$35.02
DEC 2012	\$38.94
NOV 2012	\$36.41
OCT 2012	\$36.58

## Days-to-Determination—Applications (April 2013)

- 3.9 Days on Expedited Food Stamps (law allows for 7 days)
- 14.6 Days on Regular Food Stamps (law allows for 30 days)
- 12.5 Days on Financial Program (law allows for 30 days)
- 18 Days on Child Care (law allows for 30 days)
- 18.4 Days on All Medical Programs (law allows for 30/90 days depending on the program)
- 15.2 Days on All Programs

## Seeded and Out-stationed Positions

40 Seeded Positions

20 Non-Seeded Positions

### MyCase Statistics

#### Self-Directed Eligibility Customers

Total myCase Accounts:	253,612
New myCase Accounts since May 1, 2012:	92,255
Active myCase paperless (eNotice) Customers:	60,676
Total myCase eNotices Sent 10/10—04/13:	2,704,370
myCase Reviews Completed	
Online 05/12—04/13:	54,914
Imaged Reviews 05/12—04/13:	96,674

- 3,888 providers / authorized representatives established a 3rd party account
- 7,604 customer and 3rd party links established

#### Month in Review

- PCN Open Enrollment began April 22 for all adults through May 6th and extended to May 17 for adults with dependent children.
- Strategic Operational Supervisory Planning meeting held April 24, 2013.
- The most current Active Food Stamp Quality Control figures has Utah at 99.19% accuracy -- #7 in the Nation (10/2012 - 12/2102).
- Laurina Schouten (CSR - SLEC) retired after 30 years on April 26, 2013.

#### Upcoming Events

- PCN Open Enrollment continues through May 6 (for all adults) and extends to May 17 for adults with dependent children.
- Laneth Hang (Supervisor - SLEC) retires after 30 years on May 14, 2013.